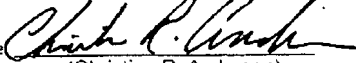


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I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office to Examiner H.A. Agdeppa at 571-273-8300, on the date shown below.

Dated: **8-19-2005**

Signature


(Christian R. Andersen)Docket No. **00-4064**
(PATENT)**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:
Joshua Bers et al.

Application No.: 09/845,486

Art Unit: 2642

Filed: April 30, 2001

Examiner: H. A. Agdeppa

For: SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE
AGENTS

RESPONSE TO NON-FINAL OFFICE ACTION

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

INTRODUCTORY COMMENTS

In response to the Office Action dated May 19, 2005 ("Office Action") concerning the above-identified U.S. patent application, please consider the following arguments.

The presently pending claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

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